



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending September 30, 2010**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.60	1.70	1.77
B. Operator Answer Time - Information [730.510(a)(1)]	5.80	5.60	3.80	5.07
C. Repair Office Answer Time [730.510(b)(1)]	115.00 *	55.00	51.00	73.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	108.00 *	59.00	50.00	72.33 *
E. Percent of Service Installations [730.540(a)]	95.00%	97.00%	98.00%	97.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.00%	96.00%	97.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.40	2.50	2.00	2.30
H. Percent Repeat Trouble Reports [730.545(c)]	11.00%	10.00%	11.00%	11.00%
I. Percent of Installation Trouble Reports [730.545(f)]	7.00%	6.00%	5.00%	6.00%
J. Missed Repair Appointments [730.545(h)]	240	213	135	196
K. Missed Installation Appointments [730.540(d)]	51	37	18	35

**Comments**

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